

R O W A N C O U N T Y

Annual Report

2001



COUNTY MANAGER

To the Citizens of Rowan County:

Rowan County is presenting its second annual report to our citizens. In this report, we attempt to convey to you a small reflection of the many services being provided by the Board of County Commissioners through its many departments. The services are diverse, ranging for state-mandated services such as public education, social services, public health services, mental health services and senior services all the way to services that improve our quality of life such as our public library, parks and recreation and public safety.

In 2000, not only did a new millennium begin, a new population census was taken. The results of that census have surprised no one. The region and Rowan County are experiencing unparalleled growth in new residents. People are moving into the region and into Rowan County seeking better employment opportunities and a better quality of life to raise their families.

Any success to be realized by a county government must begin with a cohesive, hard working board of commissioners. We are fortunate to have a Board that works together to establish its goals and objectives, and then directs staff to successfully complete the mission. A historic event occurred on October 25, 2001 when the governing bodies of four municipalities and Rowan County agreed to work in partnership to increase water services to the southern area of our county. While most counties and municipalities struggle to find common issues, the City of Salisbury, City of Kannapolis, Town of China Grove, Town of Landis and Rowan County entered the arena of cooperation and now have an agreement and plan to ensure the long-term viability of the southern area of our county.

In addition to this monumental accomplishment, the Board has committed to expanding our emergency ambulance response system, improving our criminal justice complex, expand our public library system with a new 21,000 square foot facility, and improve our Nature Center at Dan Nicholas Park by developing a new home for our bears and nature's other wild friends.

We face many challenges in Rowan County in our effort to maintain the high standard of life for our residents. Our public education system must be able to accommodate the ever-increasing number of new students in our public schools. This task will be as challenging as any task we as a community have ever faced. We must continue to attract new jobs for our residents. New industries bring jobs and a larger tax base.

On behalf of our Board and staff, thank you for your interest in learning more about our great county, and your willingness to help us address ways to improve Rowan County's quality of life.

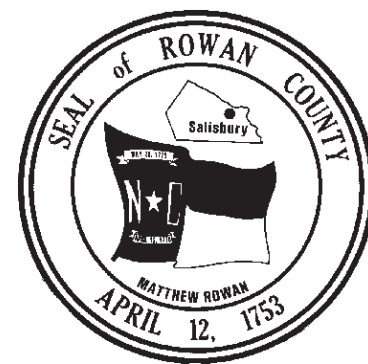
Sincerely,



Tim Russell
County Manager



Tim Russell, Rowan County Manager



COUNTY COMMISSIONERS

Dear Citizens,

Rowan County is fast approaching its 250th birthday and this milestone gives us an opportunity to reflect on the past and future of our wonderful county. Many things have been preserved including historic buildings and our rural countryside, as well as small town values and southern hospitality. Many things have changed, though, most notably in the last year our economy and with the events of September 11th, the perception of our personal safety and our community's security.

While our nation has engaged an elusive and dangerous enemy on far away soil, we on the home front are challenged to keep our heads held high as we work to clean up the emotional and physical rubble and get on with our lives. Our enemies gloat that we now live in fear. Obviously they have ducked so low to avoid our terrible swift sword that they have missed the many examples of our citizens standing tall, laughing at adversity and marching together to make our world a better place for all.

Rowan County is an exciting place to live and raise a family. It's a great place to work a job or run a business. It's a fun place to play baseball or ride a bike. We are blessed by our close proximity to Charlotte and I-85 with steady growth and economic prosperity, but we are just far enough away so that we can avoid most of the problems associated with a large urban center. Accelerating growth will, however, force us to make some important decisions in the coming years.

Do we value our rural countryside enough to work to preserve some of it from development? Will we continue to dedicate a large portion of our tax revenue to our all important and continually growing public school system? Will we work to provide adequate services to our citizens while still keeping our tax rate low? Will we find ways to sustain and even improve our quality of life?

As we work to build a new South Rowan Regional Library and create a new Nature Center at Dan Nicholas Park; as we work with our Rescue Squad and Volunteer Fire Departments to improve our Emergency Services System; as we investigate new land for future parks and possibly even a County Greenway System; as we provide a reliable water source to South Rowan; as we do these things and more, the Rowan County Board of Commissioners will be working to make your community, "A County Committed to Excellence."



Rowan County Commissioners
Seated: Gus Andrews, Vice Chairman; Steve Blount, Chairman
Standing: Frank Tadlock, Leda Belk, Arnold Chamberlain

Sincerely yours,

Steve Blount
Chairman

GENERAL GOVERNMENT

Tax Administration

The County Assessor's office is responsible for making sure all taxable property is listed properly, valued and assessed correctly, and that all pertinent records are updated. This task gets larger each year with Rowan County's continued growth. Currently there are over 70,000 parcels of real estate, over 175,000 motor vehicles registered, in excess of 100,000 taxable properties, as well as business equipment and public utilities. January is the tax listing period. Real property appeals should be made between January 1st and March 1st. Information on specific deferments and exemptions are available at the office.

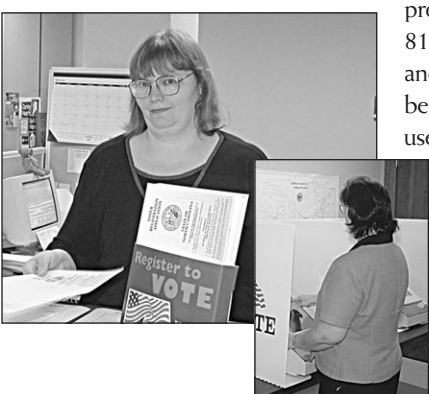
Real property maps, current and maintained daily, as well as valuing procedures, property record cards and ten years of records are available to the public at the office.

The Tax Collector's office collected more than \$47 million of current and delinquent taxes for Rowan County. With a 95.61% collection rate, they provide a significant source of revenue for the county. Over 250,000 items or calls were processed through the office, including real estate bills, vehicle bills, tax certifications, business licenses and citizen inquiries.

The Tax Collector's office opened its doors to local school children for visual learning. Further, the office continued to partner with the Rowan/Cabarrus Community College and Davidson County Community College Paralegal programs, allowing them office use during instruction on real estate title searches.

Elections

The Rowan County Elections Office prides itself as "the keeper of democracy." Its goal is to provide fair and open elections to all citizens. With over 81,000 registered voters, the Elections Office has seen and expects to continue to see a steady rise in the number of transactions. New voting equipment was put into use for the May 2000 primary, making it easier and more convenient than ever for Rowan County citizens to get out and vote. The Elections Office stays busy updating and adding records throughout the year.



Staff registering voters

Information Technology

The Information Systems Department provides computer maintenance, consulting, programming and networking services to all departments within Rowan County Government.

The Rowan County government website, www.co.rowan.nc.us, designed and maintained in a joint effort with the Rowan Public Library, provides information to hundreds of citizens daily. Government departments going online this year include the Department of Social Services, Register of Deeds and the Animal Shelter. With assistance from the Information Systems Department, these departments picked up the task of creating and maintaining their websites without additional staffing. Over the next year, the Information Systems Department plans to add more information to the website and increase the site's usability.

The goal of the Information Systems Department is to help Rowan County Government departments improve their efficiency in providing services to the citizens of Rowan County. Information Systems enables staff to spend less time "pushing papers" and worrying about technology translates into more time available to serve citizens.

Human Resources

Rowan County is the ninth largest employer within the county. The Human Resources Department focuses its efforts on recruiting and training the most qualified employees for County Government. Other priorities include implementing policies and procedures, researching compensation and benefit plans, and motivating and rewarding employee effort. The Rowan County Government website allows job seekers to complete an on-line application, view county benefits, available positions, job descriptions and salary ranges. Other items located on the website are employee announcements, performance appraisal forms, and Human Resources staff.

Last year, the department reached out to our community with the successful coordination of the county's annual Red Cross Blood Drive, March of Dimes Walk America, and the United Way campaign drive. Staffers are actively involved with the Salisbury Rowan Human Relations Council, the Rowan Partnership for Children, and the RCCC Taskforce on the Workforce Development Profile.

Register of Deeds



Recording, indexing, storing and researching of records by Register of Deeds staff and visitors



The Register of Deeds is responsible for the recording, indexing and storage of records of all events that take place in Rowan County, including births, deaths, marriages, military discharges, and land record documents. Last year, while serving Rowan County citizens, the Register of Deeds processed over 92,000

certified and regular copies of vital records and land records, issued 988 marriage licenses and gave oaths to 559 Notaries. Recordings included 26,388 land records, 985 births, 1,294 deaths, and 38 discharges.

Future plans include the conversion of microfilm to images to correspond with the index online. When completed, citizens will be able to access land records from their home or office computers, 24 hours a day, seven days a week. The Register of Deeds office strives everyday to "serve the public as efficiently as possible with consideration and a smile."

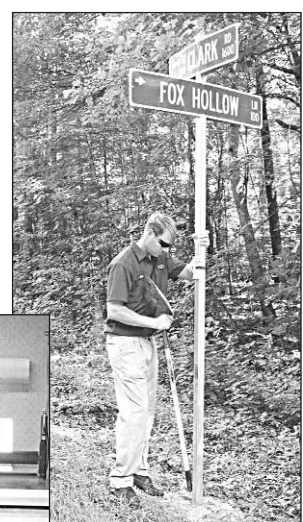
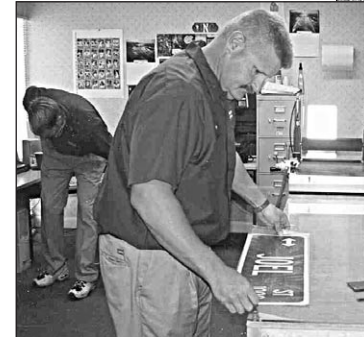
Finance

The Finance Department is responsible for managing the fiscal affairs of the County and maintaining the accounting and reporting system in accordance with generally accepted accounting principles and North Carolina General Statutes. Daily operations of the county Finance Department include payment of the county's bills, preparation of employee payroll, issuance of purchase orders and deposits of receipts.

In addition to daily operations, the Finance Department is responsible for ambulance billings and collections, budget analysis, investment portfolio management, preparation of the Annual Financial Statements, and other related functions. The integrity of the accounting systems is assured through a system of internal controls and an annual audit conducted by an independent certified public accounting firm.

Maintenance

The new, larger and more reflective road signs appearing around the county are made and installed by the Rowan County Administration Department. With over 3,400 public and private roads in the county, it's a big job. Close to 550 new signs are installed each year, to replace damaged and missing signs, as well as those signs for new public and private roads. Concerns about your road signs can be directed to the Rowan County Planning Department at 704-638-3101.



Staff prepare and replace a road sign

PUBLIC SAFETY

Sheriff's Department

The Rowan County Sheriff's Department affects the quality of life for our citizens by providing safety and security. With an average response time of just under 10 minutes, the department answered over 33,000 calls for service last year. In addition to responding to calls, the Sheriff's Department also ensures the safe, effective operation of the county courts and county detention facility. Impressive statistics for 2000 included over 30,000 civil papers served and over 5,000 arrests made. With top-rate detective, patrol and aggressive drug investigation units, the Sheriff's Department works together to solve major crimes and to make drug arrests. The Rowan County Sheriff's Department worked with several other agencies in March of 2001 to seize more than 4 tons of marijuana and \$1.4 million in cash, which is believed to be the largest single seizure of marijuana and of U.S. currency in North Carolina history. The Sheriff's Department's presence is felt everywhere in the county through:

- § School Resource officers
- § D.A.R.E. officers
- § Special Response Units
- § Boat, pontoon, and personal watercraft patrol of High Rock Lake and Tuckertown Lake



Lt. John Sifford searches through warrants



- § Explorer program for teens interested in a law enforcement career
- § Community outreach programs in schools, churches and centers
- § Grant-funded drug interdiction/traffic unit

Emergency Services

Emergency Services strives to provide the quickest response and best care possible to citizens in need. In planning for county growth and increased need for service, the Board of Commissioners has allocated funds to expand emergency medical services. By April of 2002, an additional ambulance and crew is expected to be stationed at the southern end of the county.

Call volume has remained around 10,000 per year. With Medicare reform on the horizon, EMS continues to work with employees on clear descriptive documentation. Looking ahead, the state is beginning the implementation of the PreMIS system (Prehospital Medical Information System) this fall. PreMIS uses a unique patient identification number to track patients from pickup by EMS to hospitalization. All information gathered is downloaded to a secure computer in Raleigh. This system is expected to be implemented in all North Carolina counties in coming years. Currently, Rowan County EMS is studying the most cost effective way to put the PreMIS system into effect.



EMS staff in training

Telecommunications

The Telecommunications Department is responsible for providing enhanced 9-1-1 and public safety dispatch services for over 40 agencies including law enforcement, fire, emergency medical and rescue. In the year 2000, the center handled just over 113,000 calls for service.

Staffed 24 hours a day by state and nationally certified personnel, the department uses state of the art communications equipment to ensure accurate and prompt responses. Nationally recognized for its ability to remain on the forefront for services and technology, the Telecommunications Department recently received the highest sectional class rating for fire service dispatching (ISO-1). Tours of the communications center are very popular with all ages, and available to schools, community groups and individuals.

Additional equipment is being added to better locate and identify callers to 9-1-1 from cellular phones and other wireless devices. Better technology means faster and more accurate responses to your calls for help.

In addition to the emergency dispatch center, the Telecommunications Department coordinates the use of a countywide two-way radio and data system. This joint system dramatically increases the ability of agencies to access information from emergency scenes and allow better coordination between multiple agencies responding to calls. With these systems in place, citizens are assured of a prompt response to their call for assistance.

EDUCATION

The Rowan County Board of Commissioners is committed to investing in our county's future through the continued support of our public education system. The Board of Commissioners continues to keep our public schools a top priority to insure that all our children are receiving the best education possible.

Rowan County schools continue to be the largest single recipient of county funds, over 1/3 of our total budget, which positively impacts almost 21,000 students in the Rowan-Salisbury, Kannapolis City Schools, and Rowan Academy (a charter school) in the Rowan County area.

In addition to this high level of ongoing financial support, the Commissioners established a special allocation of funds to be used specifically for classroom supplies. By placing this money in the hands of teachers, it enables them to acquire the



Trevor Hall - first grade, China Grove Elementary

necessary resources to better instruct our children.

"The future of Rowan County depends on how well our school systems can respond to the new demands being placed on them by our ever changing economy," says Commission Chairman Steve Blount. "We must keep support of our school systems and the children they serve our number one priority."

N.C. Cooperative Extension Service

The NC Cooperative Extension has a mission to help people put research-based knowledge to work for economic prosperity and environmental stewardship for an improved quality of life for all Rowan County citizens.

Extension agents and staff consult and provide educational, research-based information to all Rowan County citizens in an effort to solve problems, enhance income and improve quality of life. Approximately 19,433 face-to-face and 27,847 telephone and mail contacts provided needed information to Rowan County citizens this year.

Cooperative Extension is funded by state, federal and county government. This unique partnership between Rowan County and the State allows NC Cooperative Extension the ability to serve all citizens in Rowan County.

Below are some Cooperative Extension educational programs:

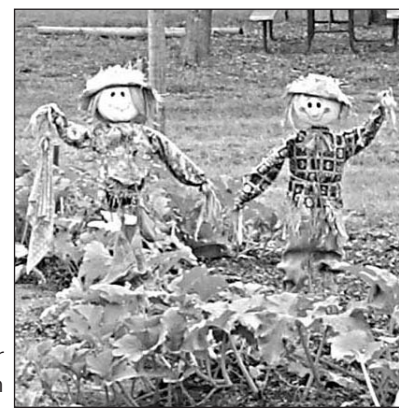
- § Pesticide training for commercial and private applicators
- § 4-H Embryology program for third grade students

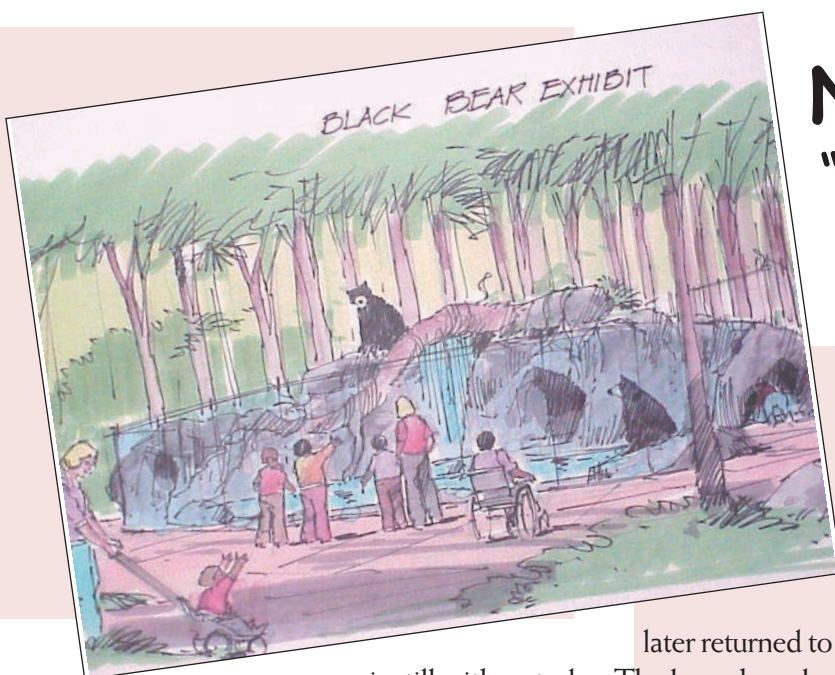
- § 4-H Summer Fun Programs
- § Nutrition, Health & Safety programs
- § Wellness and Fitness Programs
- § Horticultural Science training for Rowan County Teachers
- § Ag Awareness Day for Rowan County fifth graders
- § Master Gardener Volunteer Program
- § Folic Acid training
- § Dairy Educational programs that help to increase total income

The Advisory Leadership System aids Cooperative Extension in providing relevant educational programs.

Jim Cowden joined the North Carolina Cooperative Extension Service in August 2001, as the new County Extension Director. Mr. Cowden served sixteen years as the County Extension Director in Warren County, Pennsylvania, giving him valuable leadership experience, as well as subject matter experience in dairy, field crops, livestock and 4-H.

Master Gardener demonstration garden





NATURE CENTER

"A New Home for the Bears"

One of the reasons that folks come to visit Rowan County's fine parks is to be outdoors and enjoy nature. So, it was inevitable that Dan Nicholas Park, the flagship of the system, opened a Nature Center in 1975. The idea was to give visitors a close look at some of the native wildlife and to have a place to provide learning programs about the natural world of Rowan County and North Carolina.

As the focal part of a collection of animals, and with the help of Murtis Nicholas, Hugh Morton from Grandfather Mountain donated two Black Bears in 1977. At the time, it was not known that Lollipop, the female bear, was to deliver two cubs later that winter. The original male bear and one of the cubs were

later returned to Grandfather Mountain. The other cub, Nicholas, grew up at Dan Nicholas Park and

is still with us today. The bears have become such a focal part of the Nature Center that visitors are often heard to say "Let's go see the bears!" or "Which way to the bears?" when they really mean visit the Center as a whole.

On the 18th of September 2001, Park staff, Parks Commission, County Commission, and County Management met with Johnson Architecture to begin the process of designing a new master plan for the Nature Center area. A major focus and also the first phase of the changes will be new natural habitat housing for Nicholas and Lollipop. The large stuffed toy bears that are seen throughout this publication are traveling ambassadors for the real ones. It is their job to help spread the excitement that Nickie and Lollie are feeling in anticipation of their new home. If you would like to learn more, visit us at www.co.rowan.nc.us/parks/bears.html or give the Nature Center staff a call at 704 636-2089.

Who: Rowan County Citizens
What: 250th Birthday Celebration
When: December 31, 2002 - December 31, 2003

April 12, 2003 officially marks the 250th birthday of Rowan County, but the event will be far more than a one-day celebration. Rowan 250Fest is a yearlong series of events that salutes our county's rich heritage and its promising future.

The Rowan 250Fest event logo and mascot were unveiled on October 11, 2001. Many special events are in the works including a Rowan County 250Fest Traveling Road Show, a huge parade, school pageants and unique celebrations within each municipality. Commemorative books and cds, children's coloring books, keepsake programs and memorabilia will also be available.

Steve Blount, Chairman of the Rowan County Commissioners, issues a community-wide invitation: "The 250th Birthday Celebration for Rowan County Citizens is more than just a chance to have a big party. And while it certainly is a wonderful opportunity to show off our community and boost tourism and retail business, it is even more than all of that. We have a chance to share our rich past and our successful present with so many people — our citizens, neighbors and visitors from all over the world. But we also have a chance to share that we are at the edge of moving to a higher level of development. Rowan County citizens can show that we have found answers to many of the problems facing other communities. We can show that our citizens are working together to build a wonderful future. We can show that we are truly, a community committed to excellence!"

A steering committee is in place led by Kaye Brown Hirst, Committee Chair; Henry Bernhardt, Committee Vice Chair; Jim Brown, Treasurer; and Liz Tennent, Secretary, together with the leadership of the Honorable Steve Blount, County Commission Chair and the Honorable Susan Kluttz, Mayor of Salisbury. Other members include Harold Earnhardt, Jamima DeMarcus, Shirley Johnson, George Knox, Amelia Watts, Marjorie Kinard, J. Newton Cohen, Sr., Gene Miller and Ann Eidson. This committee has also enlisted the services of Tribble Creative Group, a Charlotte-based marketing, management and production firm. TCG will be responsible for event marketing elements as well as producing all commemorative events and elements associated with the anniversary.

Call 704-645-1753 or write to 250Fest, PO Box 250, Salisbury, NC 28147 to become part of Rowan 250Fest and join in the celebration now!



Oct. 11, 2001 press conference



Historic Water Deal Signed

History was made on October 25, 2001 when the Rowan County Board of Commissioners, along with the City Councils from Salisbury and Kannapolis, the Landis Town Aldermen and the China Grove Town Council, gathered together to sign a joint resolution that will deliver water to southern Rowan County as early as the summer of 2002.

This ceremonial event took place at the South Rowan YMCA where many of the elected officials commented on how the cooperation from the cities, towns and county made this project possible. Rowan County Commission Chair Steve Blount commented that "It is important to let the public know this was a group effort."

Under this agreement, Salisbury will provide water to Landis, China Grove and Kannapolis where these communities have resorted to conservation measures caused by a drought. Rowan County and the municipalities being served by the waterline will share the cost in which the South Rowan area will be provided over 11 million gallons of treated water per day.

A framed copy of the final resolution will hang at the Rowan County Administrative Office building so people in the future will know that five local governments within a county can work together for the betterment of the community.



A New Library for A New Day

THE SOUTH ROWAN REGIONAL LIBRARY: BUILDING OUR FUTURE TOGETHER

In response to the needs of a growing community, Rowan Public Library and Rowan County Government are moving forward with plans to build a regional library that will better meet the needs of the citizens living in the South Rowan area. The new South Rowan Regional Library, which will open in 2003 as the county celebrates its 250th anniversary, will offer the latest in information technologies, as well as traditional library resources and services.

Centrally located between the towns of China Grove and Landis, the library will occupy a six acre site on Kimball Road, adjacent to the South Rowan YMCA. The 21,000 square foot facility will cost about \$3.5 million, of which the county is funding \$3.1 million. The library's Board of Trustees and other interested citizens are embarking on a capital campaign, Building Our Future Together, to raise \$450,000 from individuals, businesses, civic groups, and local foundations. These additional funds will be used for building enhancements, including special decorations in the children's area, library furnishings, and technology.

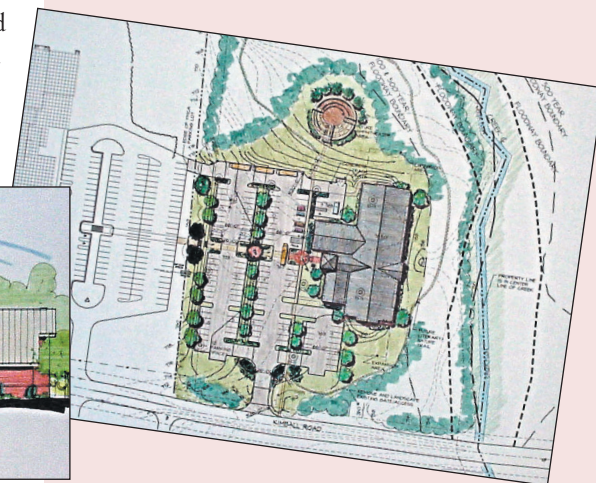
Highlights of the new library include:

- comfortable study and leisure seating for about 100 people
- an expansive and exciting children's area, featuring its own storytime area, a computer center with six workstations, and special interior decorations with lots of child appeal

- significantly more shelf space for books, including paperbacks and large print books, videos, audiobooks, magazines and newspapers
- a state-of-the-art computer center/training lab with at least 12 workstations
- a large meeting room that can seat up to 100 people, with kitchen facilities
- a small conference room that can seat eight people
- individual computer rooms and study/tutor rooms
- a porch for outdoor reading and relaxation

The South Rowan Regional Library will represent a major leap forward in library service for the citizens of South

Rowan. The new, larger and modern public library will greatly enhance the quality of life for all who live in the South Rowan area.



HUMAN SERVICES

Health Department

The Rowan County Health Department serves the entire community by: identifying public health needs and developing public health policy; by providing community programs and client services; and by promoting a safe and clean environment. Major services and program highlights include:

- s **HEALTH LINK:** Health Link promotes infant and maternal health and improves the health & well-being of children through five years of age. Over 2,000 residents were served between July 1, 2000 and June 30, 2001.
- s **ROWAN PARTNERSHIP FOR COMMUNITY HEALTH:** This new coalition of local agencies and residents focuses on improving "Heart Health" by encouraging residents to eat nutritious foods and engage in regular physical activity.
- s **ROWAN COUNTY SMILE CENTER FOR CHILDREN, SMILE SAVERS AND SMILE STARTERS:** Since opening on July 6, 2000, the **Smile Center** has provided over 2,600 dental visits to 2,200 needy children ages 18 and younger. Recently the Health Department has hired a Pediatric Dentist to further enhance services through the **Smile Center**. **Smile Savers** and **Smile Starters** program endeavors to prevent dental disease among infants, toddlers and preschoolers.
- s **ALLIES FOR SUBSTANCE ABUSE PREVENTION (ASAP):** Established by local volunteers, United Way, and the Health Department, ASAP is dedicated to educating, treating and promoting a drug free county.
- s **HEALTHY ROWAN!:** Healthy Rowan! is a task force of community leaders committed to improving networking and collaboration among local leaders for enhanced community health and well being. Recent winner of the **Thad B. Wester Community of Excellence Award** for 2001.
- s **ENVIRONMENTAL HEALTH:** More than 1,600 inspections were conducted last year on the more than 600 facilities within the county. The Environmental Health Department also provides on site water and sewer inspections. The department inspected the installation of approximately 800 septic tank systems and wells in fiscal year 2000-01.

The Rowan County Health Department was the recipient of the **North Carolina Public Health Association's "Norton Group Award"** for its efforts in the provision of primary and preventive health care services for women and children.

Animal Control

Rowan County has a large variety of wild and domesticated animals spread throughout its urban and rural areas. In managing our ever-growing animal population, Animal Control officers responded to over 5,400 service requests last year. The department received close to 9,300 telephone inquiries and more than 9,300 visitors to the animal shelter. The shelter, located on Julian Road across from the County Fairgrounds, can accommodate between 120 and 150 animals at one time. This facility features heated floors in the kennels and easy access viewing for adoptable animals. Last year, 578 animals were adopted, with another 347 redeemed by owners. The shelter recent-

ly started a web page to increase access to shelter operations and to increase adoptions.

In addition to overseeing the animal adoption process, animal control educates the public about safety and disease prevention. Officers stay busy notifying the public of possible hazards associated with animal diseases and advising affected citizens on treatment options. The Health Department encourages all citizens to have their pets immunized against rabies.



Kittens waiting to be adopted

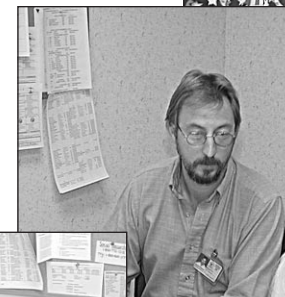
Department of Social Services

The NC Council on Social Services Accreditation has conferred accreditation upon Rowan County DSS, following an intensive evaluation of the agency by community representatives. Few counties in the state even attempt to gain accreditation status. Rowan County DSS has achieved accreditation at level III, which is the highest level a county can attain. However, the accreditation process left the agency with an extensive "to do" list which will give direction to the agency in setting new goals and standards.

With help from the Board of County Commissioners and many community agencies, DSS makes a positive difference in the lives of local citizens. To administer programs and services DSS required a \$103 million budget last year, with 9% being local funds, 64% federal and 27% state funds. DSS makes every effort to maximize state and federal allocations to the fullest. Last year, DSS saved the county over \$250,000.



Staff members delivering services to Rowan County citizens



DSS staff work diligently to serve the citizens of Rowan County



Among the services designed to benefit our children are: the Child

Welfare Division, the Child Support Enforcement Division and help with Child Care expenses. Last year the Child Welfare Division conducted an intensive foster/adoptive parent recruitment campaign, in addition to continuing its Families for Kids program designed to move children from foster care to permanent homes quickly. Twenty adoptions were finalized last year. The staff of the Child Support Enforcement division helped establish paternity for 436 children, established 567 new court orders for support, and collected \$6,718,610, a 7.3% increase over the previous

year. Because of these significant figures, the county received \$227,588 in state incentive payments. Also last year, DSS subsidized child care costs for 1,100 children each month, allowing single parents to work or complete school.

Nearly \$6 million in food stamp benefits were issued to Rowan County citizens last year. Plant closing and layoffs affected the public assistance rolls during the year. Work First placed an average of 83 parents into jobs each month. The average number of Medicaid recipients per month was 10% of our county's population.

As the population ages, the department serves a growing number of disabled and elderly individuals. Services provided by the staff include arranging in-home aides, adult day care, guardianship services and working closely with adult care home operators to ensure proper licensing, monitoring and investigation of complaints.



Lovable pets await adoption at the animal shelter

Senior Services

The Rowan County Senior Services Department is helping seniors and their caregivers with quality of life services that are designed to promote successful aging in the home environment. Senior Services is part of the "aging network" that includes the Administration on Aging at the federal level, the North Carolina Division of Aging at the state level, Centralina Council of Governments at the regional level, and the Rowan County Board of Commissioners at the local level. The members of this network are dedicated to planning, coordinating, and developing community-based services intended to meet the needs of older persons and their caregivers.

Senior Services received a record breaking 14,365 public contacts for the year ending on June 30, 2001.

Department Services include:

- § RITA transportation to doctors, grocery stores, public agency appts, etc.
- § In-Home Aide services to help with household chores and personal care needs.
- § Supplemental Meals using a liquid protein.
- § The Lunch & More Program bringing seniors together for food, fun and fellowship.
- § In-Home Respite giving temporary relief to unpaid caregivers.
- § Senior Employment to help those 55 and older get back into the labor market.
- § Subsidized placement into adult day care services.
- § Tar Heel Cards for discounts and Gold Cards for free access to school based activities.



Senior Services staff are ready to serve Rowan County senior citizens



- § The SHIIP program helping seniors understand Medicare and health insurance policies.
- § The summer fan program, helping senior to stay cool.
- § Protecting the rights of residents living in institutional care facilities.
- § The ARE YOU OK? Program providing daily safety checks for subscribers.
- § Project SAFE, Safety Assessment for Emergencies; installing fire and security devices.

Veterans Services

The Veterans Services Department provides direct services to military veterans and their families. Specific services include assistance with filing compensation and pension applications, applications for medical care at the VA Hospital, education benefits for children of veterans, VA Loan Eligibility Certificates, obtaining burial benefits for veterans, and information on veterans group life insurance. Miscellaneous tasks handled by the County Veteran's Service Office (CVSO) include obtaining lost military discharges, replacing service medals and applying for lifetime hunting & fishing licenses. With approximately 15,067 veterans in Rowan County, the Veterans Services Department fielded over 9,000 requests for service in 2000 with an estimated 4,500 individuals or families served. With \$14,451,903.00 federal dollars spent last year on compensation, pension, and vocational rehabilitation claims to veterans and their families in Rowan County, the positive economic impact to our community is great.

Pretrial Services

The Pretrial Service (PTS) program began in the spring of 2000 with the objective to reduce the number of detainees in the Detention Center. This reduction lowers the risk of injury to county staff and detainees and has delayed the need for expansion of the Detention Center. PTS targets "low risk" bonds and if the detainee meets eligibility, the program pays the bond premium to secure pretrial release.

State Grant funds are used to cover the operating expenses and detainee funds from concession sales are used to post the bond premium, which the detainees agree to repay to PTS. There is no risk transferred to the county or judicial officials should the detainee fail to appear on the scheduled court date.

ECONOMIC DEVELOPMENT

Economic Development Commission

The Salisbury-Rowan Economic Development Commission, in a cooperative effort with Rowan County Government, works to promote Rowan County as an excellent location for expansion or relocation for manufacturing, distribution or office investments. Past successes include such companies as Freightliner, American LaFrance, GDX (formerly Draftex), and Aldi Distribution. Most recent additions include the locations of Progress Energy, Meridian Automotive Systems and Service Supply Distribution. Progress Energy's multi-million dollar capital investment with its peak generation plant will add significantly to the Rowan County tax base for many years to come. Meridian Automotive Systems' recent decision to locate in a 450,000 sq. ft. facility on US Hwy 70 will also provide a multi-million dollar capital investment and eventually provide up to 250 jobs. Service Supply Distribution has located in a 56,000 sq. ft. facility in the Summit Corporate Center. Entergy, a peak generation operation has purchased a large tract of land with plans to construct a \$380 million power plant generating facility in Rowan County.

The Salisbury-Rowan Economic Development Commission will continue to promote and market Rowan County as a premier location for successful business ventures.

Summit Corporate Center

Located along Interstate 85 at Julian Road, the Summit Corporate Center offers an accessible, strategic location conducive to business development. Over 500 gently rolling acres of prime, industrial-zoned land make up the conveniently located business park. Lot sizes range from 2 to 66 acres, all fully served with water, sewer, electric power, natural gas and telecommunications. The Summit



Corporate Center is currently home to GDX, a manufacturer of automobile components and one of the county's top employers; and Service Supply Distribution Company which furnishes building supplies to the modular home industry. No matter what the industry area, Summit Corporate Center is positioned to work for any prospective business.



The aircraft belong to private citizens and local businesses, including four helicopters owned by the North Carolina State Highway Patrol. Approximately 2,500 landings and takeoffs occur each month. The 5,500 foot runway with a complete Instrument Landing System (ILS) accommodates corporate and business aircraft.

Fieldcrest Cannon Stadium

Home of the "Kannapolis Intimidators"



Rowan County Airport

Rowan County contracts with Star Aircraft, LLC as a Fixed Base Operator (FBO) to maintain the airport, which is located one mile south of Salisbury. Star Aircraft, LLC offers aircraft sales and service, ramp service and fuel and flight instruction. About 125 aircraft are housed at the airport, with sixty-five tied-down and the remainder kept in hangars.

ENVIRONMENTAL SERVICES



Lori Swaim teaches school groups about recycling

Rowan County Recycling Program

Recycling is a major priority for Rowan County and the staff of the Recycling Program. Great effort is taken to ensure that recycling facilities are available to residents and to raise awareness of the need for recycling. Nine convenience centers, located throughout the county, each accept paper, newspaper, cardboard, clear, brown and green glass, aluminum cans, steel cans, #1 and #2 plastics, appliances and other metals, lead acid batteries, and styrofoam packing peanuts. Most centers also collect used motor oil and antifreeze. Currently, over 200 tons of material are processed each month for shipment to markets.

Education efforts include programs for a wide array of groups including churches, civic groups and schools. Schools are also involved in various recycling efforts on site. 25 of 30 public schools recycle office paper, mixed paper and newspaper. All 30 schools have cardboard and steel recycling through the cafeterias. Last year, approximately 200 tons of material was recycled in our schools. In addition, three schools have implemented composting programs, allowing food material to be used as landscaping compost.

Continuing efforts are underway to increase recycling efforts of local businesses as well. Currently drivers pick up materials for recycling at county, state and federal buildings. A grant from the Department of Pollution Prevention and Environmental Assistance will be used to establish a recycling program in downtown Salisbury. Collection centers will be located downtown, accessible to all businesses. Waste management assessments are also available at no cost to local businesses. A staff member of the Recycling Department will walk through the

business and assess recycling needs in an effort to establish a recycling program. Every business taking advantage of this service has experienced beneficial results.

The Recycling Department is always looking for ways to maximize recycling benefits to the community. Future plans include establishing a collection site for old electronics and continuing efforts to raise awareness of the positive impact of recycling.

Inspections

The Inspections Department ensures the safety of all citizens by enforcing state building codes. Inspectors served over 30,000 people last year, checking building, electrical, plumbing and mechanical work. In addition, the department conducted fire inspections in all commercial buildings in the county. The department helps spur economic development in the county by working with developers to assist them with the permitting process.

Planning

The Planning Department is responsible for ensuring that all development activities in the county strike a balance between the needs of the developer and the protection of adjoining property. The Planning Department's jurisdiction, which excludes municipal zoning jurisdictions, comprises 400 square miles or approximately 80% of the county, with a population of 63,000 people.

Permitting activity has reflected the continual population growth in the county. An estimated 10,000 people were served this year.

The year also saw significant activity in long range planning efforts. An area plan, focusing on economic development was completed for the portion of I-85 north and east of Spencer and East Spencer. Efforts are underway to complete an area plan for the portion of I-85 between Salisbury and China Grove, with plans for the southern portion of I-85 and other major corridors to follow.

GIS

Geographic Information Systems (GIS) is a project coordinated by the Planning Department which computerizes the county tax maps, updates address files and updates aerial photographs of the county. When completed next year, Rowan County citizens will have a state of the art mapping and addressing systems. Plans are also in progress for a GIS Website. In addition, the Planning Department is involved with the collection of demographic and socio-economic data and analysis, research projects and other duties as requested by the Board of Commissioners.

Landfill/Recycling

Responsible for handling all of the solid waste issues of Rowan County, the Landfill/Recycling Department stays busy overseeing the county landfill, recycling convenience centers, litter clean-up, and illegal dumping enforcement. As of this past year, all landfill operators have completed a certification program through the Solid Waste Association of North America.

Tours of the landfill, convenience centers, and the processing center are given to groups of all ages. These tours, along with recycling programs and presentations, help raise citizen awareness of the ever-increasing burden of solid waste management.



CULTURE AND RECREATION

Parks

Dan Nicholas Park received over 600,000 visitors last year. With Haden's Carousel, the miniature train, nature center, petting zoo, playground, miniature golf, lake and sporting activities, Dan Nicholas Park continues to offer a family atmosphere that promotes family values. Staff members stayed busy with educational classes on nature, animals, and rocks & minerals. Activities of past eras, such as soap-making, were brought alive through the Food Lion Heritage Series. The Miner Moose Gem Mine is a big attraction. At the Miner Moose, visitors have enjoyed sifting for rough-gem material, which can be taken for identification and even be made into jewelry. The first week end in October, with Autumn Jubilee, Dan Nicholas saw a record number of visitors taking advantage of the annual festival.



Harrison Baucom and his "bear" friend have a blast on Haden's Carousel

The Eagle Point Nature Preserve officially opened on June 16, 2000. Located off Bringle Ferry Road on Black Road, the Preserve includes 100 acres of deeded land set up to provide natural habitat for fauna and flora native to the area. Currently visitors can enjoy over two miles of trails, including a self-interpretive tree and plant identification loop, a canoe access to High Rock Lake, and an additional hiking trail leading to isolated coves. In the near future another 100 acres of land will be added to the Preserve on a long-term lease from Yadkin Power Generating Incorporated, giving visitors over three miles of trails through the natural areas.

Ellis Park continued its Pee-Wee league baseball program last year, with over 175 kids on ten teams. A newly refurbished kitchen makes the park a great location for birthday parties and family reunions. The facility is routinely rented for use on weekends.

50,000 visitors and 168 different schools have visited Sloan Park to take advantage of the playground, sports facilities and tours of the historic Kerr Mill. Sloan Park plays host to a semi-annual antique sports car show. The addition of new equipment, including mowers and a utility vehicle, makes maintaining the park and grounds much easier for park staff. In the works is an audio walking tour, which will allow visitors to learn as they stroll the park's two trails, the Alice Stanback Monument Forest and the Henry W. Culp Famous & Historic Tree Trail.



The Special Populations Program insures the availability of recreation programs for those with disabilities and for senior citizens of Rowan County. Bowling, swimming, art classes, miniature golf and field trips are just a sampling of the activities that drew close to 700 participants each month. The bocce facility at Ellis Park is used by the Senior Games and Special Olympics, both groups heavily supported by the Special Populations Department. With two full-time and one part-time employee, the department relies heavily on local volunteer support, many coming from Catawba and Livingstone Colleges.

Library

The library continues to be the very best place to start for expert help in connecting children, youth and adults with learning and discovery in Rowan County. Over 67,000 registered users, of which 19,000 were juveniles, took advantage of library collections by checking out over 600,000 books, videos and audiocassettes.

Library programs served over 47,000 people from all age groups. Program highlights included Internet and genealogy workshops, Literary Road trips to Washington D.C. and the Outer Banks, author visits, and the ever popular summer reading program. This year's program, Wild and Woolly West, reached 1,497 children. The children read a whopping 18,080 books.

Additional programs aimed at younger audiences include Stories to Go and Home Child Care. Stories to Go serves preschools, daycares, and Headstart centers with monthly visits that include a literature based program, and the opportunity to check out books on the colorful bookmobile. 26,825 books were checked out via Stories to Go. The first annual Stories by the Mill Stream provided over 1,800 area 2nd graders and adults with an opportunity to hear stories from many different cultures as told by 15 different storytellers.

Library services for all age levels were



"Bears" read to Salisbury Academy school children

enhanced with the new and improved Information Station, a public computing center equipped with the latest technology and software for Internet access, reference resources and productivity programs. This heavily used lab was made possible through the Bill and Melinda Gates Foundation and the Salisbury Community Foundation.

Reference assistance continues to be a major service for the

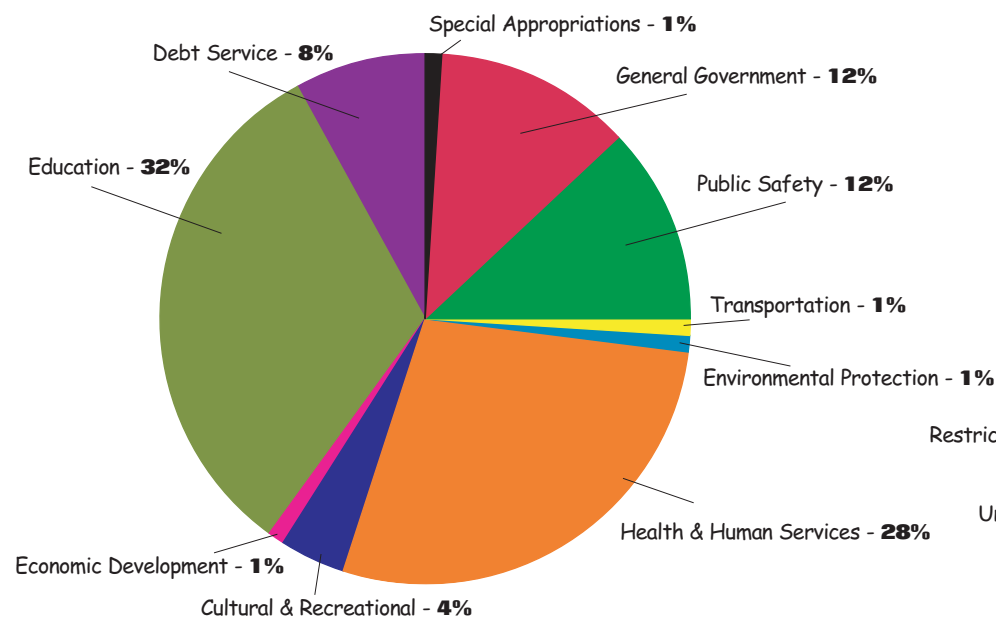
adult population. Librarians fielded over 235,000 questions, providing help with

everything from statistics, medical, mechanical and biographical information to pictures of animals.

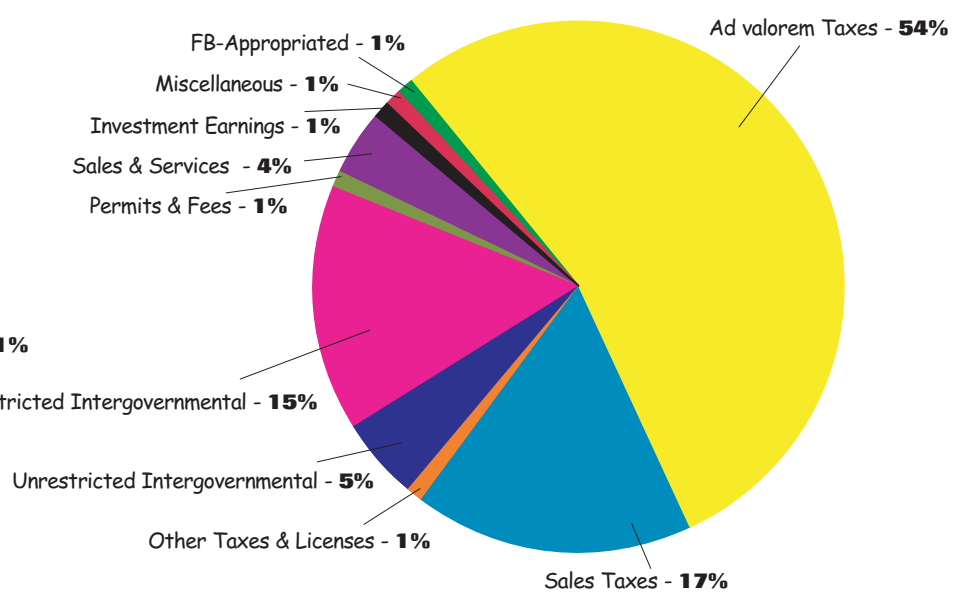
Construction highlights included: completion of the Rare Book Room at Headquarters, allowing for the safe and secure storage and viewing of the library's rare books; and, the planning and architectural work for the new South Rowan Regional Library designed to serve the growing population and needs of the South Rowan community.

ROWAN COUNTY BUDGETED EXPENDITURES AND REVENUES

Expenditures — General Fund For the Fiscal Year Ending June 30, 2002



Revenues — General Fund For the Fiscal Year Ending June 30, 2002



ROWAN COUNTY DEPARTMENTS AND PHONE NUMBERS

Visit our website www.co.rowan.nc.us

Administration	704-638-3198	Human Resources	704-636-1658
Airport	704-633-5021	Information Systems	704-633-5761
Ambulance Billing & Collections	704-636-4533	Landfill	704-278-2211
Animal Shelter	704-633-0482	Library	704-638-3001
Codes Enforcement	704-636-8747	Parks	704-636-2089
Convention & Visitor's Bureau	704-638-3100	Planning / Zoning	704-638-3101
Cooperative Extension	704-633-0571	Pretrial Services	704-797-0530
County Assessor's Office	704-633-4601	Recycling Center	704-638-3045
County Manager's Office	* 704-636-0361	Register of Deeds	704-638-3102
Detention Center	704-638-3051	Rowan 250Fest	704-645-1753
Economic Development Commission	704-637-5526	Senior Services	* 704-636-2344
Elections	704-633-6231	Sheriff's Office	* 704-636-1011
Emergency Services	704-638-0911	Social Services	* 704-633-4921
Environmental Health	704-642-2000	Special Populations	704-637-3120
Environmental Services	704-638-3078	Tax Collector's Office	704-633-3871
Finance	704-638-3090	Telecommunications	704-638-3111
Health Department	* 704-633-0411		

*toll-free for all Rowan County residents